

Appendix 1: 2025-26 Housing Ombudsman Investigations

Table 1: Summary of Cases Investigated by the Housing Ombudsman - Decided cases

Complaint Summary	Determinations	Date	Findings	Case Reference
Unhappy with our handling of leaks in outbuilding	• Maladministration in handling of reports of leak. • Maladministration in complaint handling. • Maladministration in record keeping.	15-Apr-25	We took too long to complete repairs and complaint response was delayed.	202409744
Unhappy with our handling of the installation of a new central heating system.	• No maladministration	28-Apr-25	No evidence of fault by the heating engineer.	202443302
Unhappy with delays in replacing fire door.	• No maladministration. Offered to pay resident full refund.	28-Apr-25	We took too long to reimburse the resident.	202417567

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Complaint Summary	Determinations	Date	Findings	Case Reference
Unhappy with our handling of a report of a leak and our complaint handling.	• Maladministration in the landlord's handling of the leak. • Severe maladministration in its complaints handling.	13-May-25	Avoidable delays in dealing with the leak and incomplete stage 1 response sent.	202450346
Unhappy with our handling of leaks to the property.	• Complaint withdrawn.	20-May-25	Complaint withdrawn	202227022
Unhappy with our handling of leaks and damp and mould.	• Maladministration in the handling of the leak • Service failure in our complaint handling.	01-Jul-25	Long delays in fixing the roof leak. We should have raised a new complaint to deal with new points added to escalation request.	202504491
Unhappy we wouldn't fit an outside tap.	• No maladministration	19-Aug-25	We acted correctly.	202426698

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Complaint Summary	Determinations	Date	Findings	Case Reference
Unhappy with length of time taken to complete repairs	• Maladministration in our handling of repair reports. • Service failure in our handling of reports of comments made by surveyor. • Maladministration in complaint handling.	1-Oct-25	We took too long to complete repairs and did not address her concerns about surveyor behaviour properly.	202419593
Unhappy with our handling of reports of a roof leak	• Service failure in the landlord's response to the resident's concerns about the property's condition on letting. • Maladministration in the landlord's complaint handling.	18-Nov-25	No indication we dealt with concerns about damaged flooring. We departed from the code in our complaint handling.	202524398

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Complaint Summary	Determinations	Date	Findings	Case Reference
Unhappy with our handling of repairs to front door	- Maladministration by the landlord in its handling of: - Repairs to the front door. - The associated complaint.	18-Nov-25	We failed to have proper oversight of our contractors which led to avoidable delays. We delayed our complaint response unnecessarily.	202519443
Unhappy with our handling of reports of damp and mould.	- Maladministration in our response to their reports of damp and mould. - Maladministration in our complaint handling.	26-Nov-25	We did not raise the works specified in the damp and mould surveys. Our complaint response was delayed and missed crucial information.	202505402
Unhappy with our handling of allocation to housing register.	Outside jurisdiction	19-Feb-26	Outside jurisdiction	202535458
Unhappy with our handling of request for gutters and soffits to be regularly maintained.	Maladministration in our handling of their request for gutters and soffits to be regularly maintained.	01-Apr-26	We failed to process the works on several occasions.	202319586

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Complaint Summary	Determinations	Date	Findings	Case Reference
	No maladministration in our handling of their concerns about the language of the lease.			